

PRIMARY CARE SPOTLIGHT



SPOTLIGHT ON HUDDLES

In this issue:

Learn how four clinics developed smoother work flows and better teamwork in just 10 minutes a day.

MAXINE HALL HEALTH CENTER

SAN FRANCISCO, CALIFORNIA

Length of Huddles:

5 minutes

behaviorists, medical assistants, and registered nurses

When does the Huddle take place during the day?

Before morning visits from 8:00-8:05 AM and afternoon visits from 1:00-1:05 PM

Where does the Huddle take place?

The Huddle takes place near where the patients are seen.

How many days out of the week does the Huddle take place?

Every work day

What are some of the benefits of the Huddle?

A major benefit Maxine Hall has seen as a result of the Huddle is timeliness. All staff now show up on time, significantly reducing delays throughout the day. This results in smoother work flow and higher patient

and staff satisfaction.

What topics are addressed in the Huddle?

1 minute:

The whole clinic briefly reviews staffing issues (e.g. sick, on vacation).

4 minutes:

Clinicians and their medical assistants break up into their dyads and discuss patients who have appointments, patients who may be late, and patients who may have psychosocial or behavioral issues.

SILVER AVENUE FAMILY HEALTH CENTER

SAN FRANCISCO, CALIFORNIA

Length of Huddles:

5-8 minutes

Where does the Huddle take place?

The Huddle takes place near where the patients are seen.

When does the Huddle take place during the day?

Before morning visits from 8:00-8:05 AM and afternoon visits from 1:00-1:05 PM

What are some benefits of the Huddle?

- Timeliness of staff
- Sense of community
- Better communication
- Staff are better prepared before patient visits
- Staff are more aware of anything that may impact clinic flow (e.g. staff on vacation or sick)

What topics are addressed in the Huddle?

1-2 minutes: all staff in Huddle
Discuss short-staffing or providers who are absent that day and any problems with equipment and materials. The triage RN goes over who has empty slots and expected no-shows.

3-6 minutes: split into MA-provider teamlets

Discuss known MA-provider schedule issues or interruptions. Go over patients for the coming session and any last minute patient schedule changes .

How many days out of the week does the Huddle take place?

Every work day

Who attends the Huddle?

Clerical staff, nurses, behavioral health staff, and providers

THE EVERETT CLINIC

SNOHOMISH, WASHINGTON

Length of Huddles: 5 minutes

When does the Huddle take place during the day?

Before patient visits from 7:50-7:55 AM

How many days out of the week does the Huddle take place?

Every work day

Who attends the Huddle?

Everyone on the team

Where does the Huddle take place?

A place where real work is being done (e.g. patient rooms, hallways)

What are some of the benefits of the Huddle?

The Huddle allows Everett to continuously improve and increase efficiency in the clinic. Better communication and teamwork amongst clinic members are also results of the Huddle.

What are some of the topics addressed in the Huddle?

- Members of clinic go over the patient schedule for the day
- Discuss the needs of each patient coming into the clinic
- Review recent performance statistics
- Address any potential obstacles to quality care

Additional Notes:

Everyone is standing during the Huddle.

FAMILY PRACTICE PARTNERS

MURFREESBORO, TENNESSEE

Length of Huddles: 7 minutes

When does the Huddle take place during the day?

Before patient visits from 7:50-7:57 AM

How many days out of the week does the Huddle take place?

Every work day

Who attends the Huddle?

Physicians, nurses, and the receptionist (Family Practice Partners does not have MAs)

Where does the Huddle take place?

Any central location

What are some benefits of the Huddle?

The Huddle allows for Family Practice Partners to plan for any changes in the daily work flow, manage crises before they arise, and make adjustments in ways that improve access to patients and quality of life for the staff.

What are some of the topics addressed in the Huddle?

- Identify any patients on the schedule that may require assistance (e.g. age, disability)
- Identify any openings that can be filled
- Identify chronic no-shows
- Check lab results, test results, and notes from other physicians and make available in the patient's chart
- Review the provider and staff schedule for anyone who may need to leave early or break for a meeting.

Key words and definitions:

Huddle– a brief meeting between teams or teamlets to increase efficiency and access within a clinic

References and Additional Resources:

Safety Net Institute Huddle Video- http://www.safetynetinstitute.org/content/team_huddles.htm

The Everett Clinic Huddle Video- <http://www.youtube.com/watch?v=dJrORZEiXpo>